Annual Report 2000-2001

Saskatchewan Legal Aid Commission

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Highlights of 2000-01

- Served 22,057 applicants
- *The Legal Aid Act* was amended, including separation of the roles of Chair and CEO; removal of choice of counsel for clients charged with murder and high treason
- Seven new members of the Commission appointed
- Barry Singer, Q.C. appointed Chairperson
- Jane L. Lancaster, Q.C. appointed Chief Executive Officer
- Private bar tariff revised
- Created seven additional staff positions

Legislative Mandate

The Legal Aid Act and *The Legal Aid Regulations* provide the legislative mandate for The Saskatchewan Legal Aid Commission.

Commission Profile

The Saskatchewan Legal Aid Commission provides legal services to persons and organizations for criminal and civil matters where those persons and organizations are financially unable to secure these services from their own resources.

The Saskatchewan Plan has been in existence since 1974.

The Saskatchewan Plan uses a salaried staff delivery model for most of its applicants. In 2000-01, the Plan had 139 staff positions (67 lawyers, 20 legal assistants, and 52 administrative and support staff) located in 14 offices throughout the province. The services of private practice lawyers may be used where the Chief Executive Officer of the Commission believes it would better serve the client.

Applicants are financially eligible for services if:
- they are receiving income from social assistance; or
- their financial resources are at social assistance levels; or
- the costs of obtaining the services from a private lawyer would reduce their financial resources to social assistance levels.

Legal services are provided to financially eligible applicants **if** the service requested falls within the range of services provided by The Saskatchewan Legal Aid Commission, and **if** the matter has professional merit. Services are provided in Federal Criminal matters (adult and youth), and family law.

Immediate advice, although temporary, despite financial status is available to those arrested or detained.

Summary advice and information may be provided to anyone about a wide range of matters if they involve no more than a brief interview or telephone call.

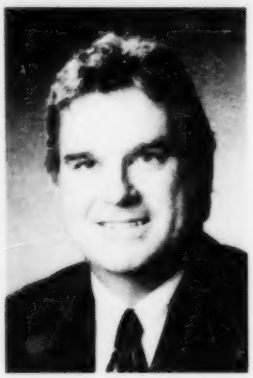
The Provincial Government, through Saskatchewan Justice, funded The Saskatchewan Legal Aid Commission. By agreement, the Government of Canada reimburses the Province for some legal aid expenditures on adult criminal matters and young offender matters.

Letter of Transmittal

Minister of Justice
and Attorney General

SASKATCHEWAN

Legislative Building
Regina, Saskatchewan S4S 0B3



Her Honour
The Honourable Dr. Lynda M. Haverstock
Lieutenant Governor of the
Province of Saskatchewan

May It Please Your Honour:

I have the pleasure to transmit to your Honour the Annual Report of the Saskatchewan Legal Aid Commission for the year ending March 31, 2001.

Respectfully submitted.

The Honourable Chris Axworthy, Q.C.
Minister of Justice & Attorney General

Letter of Transmittal

Saskatchewan Legal Aid Commission

Central Office

#502 - 201 21st Street East
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S7K 2H6

Barry M. Singer, Q.C.,
Chairperson

Phone (306) 933-5303
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THE HONOURABLE CHRIS AXWORTHY, Q.C.
MINISTER OF JUSTICE AND ATTORNEY GENERAL
PROVINCE OF SASKATCHEWAN

Dear Mr. Axworthy:

It is my pleasure to forward to you the twenty-seventh Annual Report of The Saskatchewan Legal Aid Commission according to section 38(1) of *The Legal Aid Act*, depicting the affairs of the Commission in the 2000-2001 fiscal year.

Respectfully submitted,

Barry M. Singer, Q.C.
Chairperson

A Message from the Chief Executive Officer

This has been a year of transition for the Saskatchewan Legal Aid Commission. In August 2000, amendments to *The Legal Aid Act* were proclaimed which among some housekeeping amendments removed the obligation on the Commission to provide choice of counsel to persons charged with offences where the minimum sentence was life imprisonment. The removal of choice of counsel was in keeping with the Commission's obligation to provide competent legal counsel to clients and a recognition of the expertise and experience of staff within the legal aid plan to provide this representation.

Further amendments which separated the roles of Chair of the Legal Aid Commission and the Chief Executive Officer were proclaimed in January 2001. Barry Singer Q.C. was appointed the Chair of the Commission and I was hired by the Commission as the CEO.

Barry Singer Q.C. is associated with the firm of Hynatyshyn Gough in Saskatoon. He had been employed as a staff solicitor in the Northern Area Office at the beginning of his career. He had been the Law Society representative on the Saskatchewan Legal Aid Commission from 1992 to 1997 and has been a strong supporter of legal aid and the staff of the Commission.

Highlights of 2000/01

- Laura Lacoursiere, Director of Administration, and David Andrews, Q.C., Legal Director, Regina Rural Area Office, were given Employee Recognition Awards in September 2000
- Additional funds were received in the budget year to allow for the hiring of five additional lawyers and some additional support staff. Support for the additional budget funding was contained in the recommendations of the *Strategic Needs Assessment Report* which had been provided to the Commission in November 1999.
- I had the opportunity to go to each of the area offices and meet with staff as well as meeting individually with each of the Legal Directors
- The Joint Job Evaluation Committee met throughout the year and has worked extremely hard on a complex and difficult project. There has been good communication and team work which has allowed this project to progress. Members of this Committee are: Bob McCann, Legal Director, Lynne Magnusson, Legal Assistant, Cathy Bohachik, Staff Solicitor, Trish Martynook, Legal Secretary, Rhonda Hofmann, Administrative Secretary, and Laura Lacoursiere, Director of Administration.
- A Joint Union/Management Workload Committee composed of Legal Directors Rob Mackenzie, Jamie Struthers, Darrell Blais, Rod Laporte, Staff Solicitor and CUPE Local 1949 Union Vice-President, Lorraine Sebelius, Legal Secretary, Betty Beaton, Legal Assistant, Laura Lacoursiere, Director of Administration and Jane Lancaster, CEO, met and developed an interim report which had as its goals a good work environment and service to clients. Committee members went to each area office to meet with staff and discuss communication issues. In addition, the Workload Committee will be the steering committee for a project on Service Standards which has been funded by the Law Society of Saskatchewan. This project should be completed by December 2001.
- The Information Technology Committee has developed a new strategic plan for our information technology. This plan recognizes the need to replace obsolete hardware and the need for staff training to optimize the use of the technology.
- Implementation of Duty (docket court) Counsel project in Regina in March 2001 and proposed implementation of a similar Duty (docket court) Counsel project in Saskatoon in September 2001.
- Increased the private bar tariff effective November 1, 2000 to $60 per hour.

It has been my pleasure to be the Chair of the Saskatchewan Legal Aid Commission for the past ten years. I am looking forward to my new role as the Chief Executive Officer and working with the seven newly appointed Commissioners, along with the three continuing members.

Jane L. Lancaster, Q.C.
Chief Executive Officer

Members of the Saskatchewan Legal Aid Commission

Left to right (back row): Marilyn Hedlund, Alayne Bigwin, Barry Singer, Q.C., Debra Edin
Left to right (front row): Michael Rushton, Rod Crook, Barry Morgan
Missing from Photo: Robert Gibbings, Anita Jackson, Donald Rosten

Members at March 31, 2001	Appointed by:
Barry SINGER, Q.C., Saskatoon, Chairperson	Lieutenant Governor in Council
Alayne BIGWIN, Regina	Lieutenant Governor in Council
Rod CROOK, Regina	Minister of Justice
Debra EDIN, Melfort	Lieutenant Governor in Council
Robert GIBBINGS, Saskatoon	Law Society of Saskatchewan
Marilyn HEDLUND, Regina	Minister of Social Services
Anita JACKSON, La Ronge	Lieutenant Governor in Council
Barry MORGAN, Saskatoon	Law Society of Saskatchewan
Donald ROSTEN, Saskatoon	Lieutenant Governor in Council
Michael RUSHTON, Regina	Lieutenant Governor in Council

The Legal Aid Act provides for the appointment of ten members - two appointed by the Law Society of Saskatchewan, six members appointed by the Lieutenant Governor in Council, one member who is an employee of the Department of Justice appointed by the Minister of Justice, and one member who is an employee of the Department of Social Services appointed by the Minister of Social Services.

Objectives

The primary objectives of The Saskatchewan Legal Aid Commission are:

- To provide professional, quality legal services to those low income persons who require legal services, who fall within financial guidelines, coverage or range of service eligibility, whose matter has professional merit.
- To provide professional, quality management to support the delivery of legal services.

Goals for 2000-01	2000-01 Achievements
• To continue to fulfil obligations under *The Legal Aid Act*.	- The Saskatchewan Legal Aid Commission met on four occasions during the year - June 16, 2000, October 31, 2000, January 19, 2001, and March 30, 2001. - Senior management amended policies and procedures to ensure compliance with the proclaimed *Legal Aid Amendment Act, 2000* which included separation of the roles of the Chair and CEO; removal of choice of counsel for murder and high treason cases; removal of residency requirement for private bar appointments; provision to assess contributions from former clients, and the composition of Commission members.
• To continue to improve services to clients.	- Legal Directors and staff regularly liaise with the Department of Justice staff, Provincial Court Judges and Officials, Queen's Bench Court Justices and Registrars to ensure the smooth delivery of services to clients. - Legal Director Michael Ryan, Q.C., continues to sit on the National Child Support Guideline Committee. - Continued to improve services to clients, including introduction of a Duty Counsel (docket court) project to better serve clients in custody.
• To continue to improve service response timeliness to family law clients, and developing more effective ways of delivering services in family law area.	- In April 2001, it took an average of 3 weeks to get an appointment for a non-emergency family law matter. - Where distance from an Area Office was a factor for family clients, private bar appointments were considered. - The annualized value of monthly maintenance orders reached for the Commission's clients exceeds $3.1 million.
• To continue to liaise with other social service agencies and service providers who are concerned with the needs of low-income citizens.	- The Chief Executive Officer and/or Legal Directors have met with staff of Tribal Councils, Transition Houses, Social Services, and Community Corrections in various areas of the province. - In Regina, meetings with the staff and boards of the John Howard Society, the Sophie House and the Elizabeth Johnson Centre occurred. - In Saskatoon, many staff volunteer for the street outreach program of the EGADZ Youth Centre. The Commission applied for membership as an agency. - Legal Directors met with staff and officials of the aboriginal court worker program. - Many staff members are on the boards of or involved in community organizations such as Saskatoon Communities for Children. - In Regina and Prince Albert, staff are involved in pilot projects involving services to Young Offenders. - The Saskatoon City youth team lawyers are members of the Saskatoon Provincial Court Youth Justice Committee.

Goals for 2000-01	2000-01 Achievements
• To continue to improve communications with area offices and staff.	- Held five meetings of Legal Directors. - Regular Union and Management meetings were held. - The Union/Management Committee Job Evaluation Committee met on 13 days developing and analysing a job evaluation plan. - The Joint Union/Management Workload Committee met on 5 occasions during the year. In addition, members of the Committee met with each of the 13 offices. - In September 2000, held an "in-house" professional development seminar for all staff. - Awarded the "Employee Recognition Award" to David Andrews, Q.C., Legal Director, Regina Rural, and Laura Lacoursiere, Director of Administration, Central Office.
• To review and update the Information Systems Strategic Plan.	- A management committee met 4 times throughout the year to review and update the strategic plan. - In Winter 2001, provided intermediate/advanced training on the new word processing software to several staff.
• To continue to review and implement essential changes as a result of the Strategic Needs Assessment review released in 1999.	- The Report, released in Fall 1999, had several key recommendations: • increased staffing levels by 13 • increase in private bar tariffs to the higher end of a range of $51-$63 per hour • increased use of technology (e-mail, internet access, computerized legal research, word processing) - Created 5 additional lawyer positions and 1.65 support staff positions - Increased the nominal hourly rate for the private bar tariff to $60 - Most of the technology related recommendations had been implemented during the previous year. - Under the direction of the Joint Union/Management Workload Committee, and with funding from the Law Foundation of Saskatchewan, began a project to research and develop Practice Standards
• To continue to apply the comprehensive Affirmative Action Plan for the following target groups: aboriginal persons, persons of a visible minority, persons with disabilities, and women in management and non-traditional roles.	- Participation rates at year-end (goals in brackets) were: • Aboriginal 9% (12.2%) • Visible Minorities 2% (2.6%) • Disabilities 7% (9.7%) • Women (Lawyers) 44% (45%) • Women (Management) 31% (45%)
• To continue to provide professional development opportunities for staff.	- An "in-house" seminar was held in September 2000. - The Professional Development committee developed an action plan for the future. - Throughout the year, Staff Solicitors and Legal Assistants attended several seminars in criminal and family law, sponsored by the National Criminal Law Program, the biennial National Family Law Seminar, Saskatchewan Legal Education Society Inc., the Saskatchewan Trial Lawyers' Association, and the Saskatoon Criminal Defence Lawyers' Association. - Throughout the year, many support staff attended various seminars of topical interest. - In Winter 2001, several staff attended intermediate/advanced training on the word processing software.

Goals for 2000-01	2000-01 Achievements
• To participate in the initiatives concerning Restorative Justice and other proposed changes in the criminal justice system.	-Several staff met on several occasions with various Justice officials and the Courts regarding establishment of a new Court in Northern Saskatchewan which will have a focus on communication in one of the aboriginal languages - Several Legal Directors consulted with Tribal Councils and band officials in their areas. - Throughout the province, staff members have been actively involved in the establishment of adult diversion programs in their communities. - Throughout the year, staff members helped many clients as part of Sentencing Circles. - The delivery of legal aid services continues to adapt to the reorganization of Provincial Court points. - Staff Solicitor, Ross Green spoke at the October 2000 Federation of Saskatchewan Indian Nations (FSIN) seminar on *FSIN and the Courts*. He will also speak at a national aboriginal justice conference in Victoria in fall 2001.
• To review and implement essential changes as a result of revised federal/ provincial/territorial cost-sharing agreements.	- In August 2000, participated in the Association of Legal Aid Plans of Canada Annual meeting. - The CEO attended meetings of Justice Canada's Permanent Working Group on Legal Aid (federal, provincial, and territorial officials) to discuss various issues concerning legal aid in Canada. - With the amendment to *The Legal Aid Act*, removed the requirement to have a member of the Commission appointed by the Attorney General for Canada
• To educate the public about the nature and quality of the services provided by the Saskatchewan Legal Aid Commission.	- Throughout the year, several Staff Solicitors and Legal Assistants acted as resource persons for various seminars and lectured at the annual Bar Admissions Course for articling students. - Several staff members are on the board of Public Legal Education of Saskatchewan. - Many staff participate in activities for the public through Public Legal Education of Saskatchewan. - Distributed "*Facts About Legal Aid*", a brochure on services provided to various clients or client groups. - Distributed "*You and Legal Aid*", a brochure on client/lawyer expectations for clients and staff.
• To review the Private Bar Tariff	-Reviewed and implemented a change in the nominal hourly rate of the Private Bar Tariff to $60 effective November 1, 2000.

Goals for 2001-02

In a Strategic Planning session in May 2001, the members of the Saskatchewan Legal Aid Commission, Legal Directors and management staff began development of the Strategic Plan.

The Plan will continue to be developed throughout the 2001-02 fiscal year.

Strategic Goals include:

- To improve the working environment
- To increase the profile and demonstrate Legal Aid's value
- To ensure sufficient resources
- To continue to work with the Aboriginal communities to enhance culturally responsive services.

Financial Overview

Sources of Funding

In 2000-01, The Saskatchewan Legal Aid Commission received funding from two sources:

- Funds appropriated by the Provincial Government through Saskatchewan Justice.
- Client contributions, costs awarded by the Court on behalf of clients, interest earned on monies invested, and miscellaneous receipts.

The Government of Canada reimbursed the Province for some of the legal aid expenditures on federal criminal matters (adult and youth).

Distribution of Funding

In 2000-01, The Saskatchewan Legal Aid Commission's budget of $11 million was divided into the two general areas of direct legal service and administration. The table on the next page shows the distribution.

Significant Pressures on The Saskatchewan Legal Aid Commission's Budget

The Saskatchewan Legal Aid Commission cannot control the volume of caseload as demand is often driven by external factors, such as:

- the economy;
- introduction of new federal or provincial legislation;
- Supreme Court of Canada decisions regarding the provision of duty counsel services; disclosure and delays in Court; and decisions concerning professional conflict of interest.

Asset Management and Protection

Personnel: The emphasis on personnel is promoted by development of skills and knowledge that increase productivity, effectiveness, and job satisfaction. Each Area Office has appointed an Occupational Health Committee or Representative.

Capital Assets: The Commission maintains a budget that provides for the acquisition of new assets as they are consumed or become obsolete. Acquisition and disposal of assets are managed with a schedule updated annually and supported by physical counts.

Electronic Data: This includes word processing files, database files, financial, payroll, and other systems. Electronic data and files are protected with daily and weekly backup procedures and off-site storage of weekly backups. The Commission is developing a Security Plan in conjunction with other potential users of Saskatchewan's Community Net.

Financial Overview (Continued)

	1999-2000 Actual (in $'000s)	2000-2001 Planned[1] (in $'000s)	**2000-01 Actuals (in $'000s)**	2001-02 Planned [1] (in $'000s)
Revenue:				
Appropriation	$10,565	$10,897	**$10,897**	$11,299
Other	125	127	**155**	278
Total	$10,690	$11,024	**$11,052**	$11,577
Expenditure:				
Direct Legal Service [2]	$8,863	$9,269	**$9,179**	$9,837
Administration [3]	1,443	1,477	**1,549**	1,615
Purchase of Capital Assets [4]	---	200	**---**	225
Investment in Capital Asset Adjustments [5]	310	---	**261**	---
Total	$10,616	$10,946	**$10,989**	$11,677
Excess (Deficiency) of Revenue over Expenditure	$74	$78	**$63**	($100)
Staffing Resources:				
Lawyers	62	67	**67**	68
Legal Assistants	20	20	**20**	20
Support Staff/Administration	50	52	**52**	52
Total staffing	132	139	**139**	140

This chart does not include any adjustments made in the Capital Assets Fund.

[1] Actual results for 2001-02 may vary from planned expenditures for many reasons, some of which are mentioned previously under Significant Pressures on the Budget.
[2] Direct Legal Service expenditures include salaries & benefits, travel, provision of legal services, and other legal expenses.
[3] Administrative expenditures include accommodation, telephone, postage, stationery & office supplies, periodicals, photocopying, and other operating expenses.
[4] Purchase of Capital Assets are included in the planned activities of the Commission. However, for financial reporting the purchases are recorded as an increase to Capital Asset costs on the Statement of Financial Position.
[5] Investment in Capital Asset Adjustments include the consumed cost of capital assets and loss on disposal of capital assets. These non-monetary adjustments are included with the financial reporting of the Commission on the Statement of Operations and are excluded in the planned activities of the Commission.

Statistical Summaries

	2000-01	1999-2000	1998-99	1997-98	1996-97
CLIENT SERVICES					
Applications Received	**23,530**	23,320	23,981	23,618	23,027
Full Service Applications:					
Federal Criminal (Adult)	**13,188**	13,711	12,939	12,143	11,605
Federal Criminal (Youth)	**3,386**	2,704	4,015	4,391	3,898
Family	**5,470**	5,470	5,425	5,422	5,958
Civil	**2**	2	5	8	11
Provincial Offences	**11**	4	17	16	12
Total Full Service Applications	**22,057**	21,891	22,401	21,980	21,484
Applications Refused Service	**1,473**	1,429	1,580	1,638	1,543
Appeals against Refused Applications	**305**	303	339	446	467
Appeals to the Civil Appeals Committee	**7**	7	9	9	5
Summary Service or Advice	**6,217**	5,816	6,210	6,483	7,061
Cases Completed and Closed by Staff:					
Federal Criminal (Adult)	**12,323**	12,561	11,456	12,484	11,219
Federal Criminal (Youth)	**3,164**	2,444	4,057	3,649	3,346
Family	**4,913**	4,832	5,506	6,186	6,344
Civil	**2**	2	19	12	20
Provincial Offences	**8**	5	1	1	3
Total Cases Completed and Closed by Staff	**20,410**	19,844	21,039	22,332	20,932
Cases assigned to the Private Bar: Federal Criminal (Adult & Youth)	**734**	795	367	303	281
Cases closed by the Private Bar: Federal Criminal (Adult & Youth)	**794**	512	467	370	378
Cases assigned to the Private Bar: Family	**299**	374	173	171	156
Cases closed by the Private Bar: Family	**343**	195	205	167	154
Cases assigned to the Private Bar: Variations	**0**	0	610	717	
Cases closed by the Private Bar: Variations	**81**	300	623	313	
Duty Counsel Services	**10,061**	8,602	8,435	8,671	7,999
Incoming Reciprocals	**111**	117	94	92	94
Outgoing Reciprocals	**152**	158	153	132	128

Financial & Other Resources

	2000-01	1999-2000	1998-99	1997-98	1996-97
Revenue	**$11,052,207**	$10,689,807	$9,953,010	$9,533,662	$9,026,648
Expenses	**$10,951,030**	$10,519,432	$10,158,876	$9,570,755	$8,995,548
Excess (Deficiency) of Revenue over Expenditures	**$101,177**	$170,375	($205,866)	($37,093)	$31,100
Investment in Capital Assets	**$519,964**	$482,444	$385,484	$443,097	$443,151
Unrestricted Assets, end of year	**($14,000)**	($77,657)	($151,072)	$7,181	$34,220
Contribution of the Federal Government - Adult Criminal and Young Offenders [3]	**$2,489,590**	$2,480,516	$2,465,120	$2,519,936	$2,503,179
Contribution of the Federal Government - Civil [2]	**Cost sharing ended March 31,1996**	Cost sharing ended March 31,1996	Cost sharing ended March 31, 1996	($276,399)[1]	$980,025
Per Capita Expenditures on Legal Aid	**$10.77**	$10.25	$9.89	$9.66	$9.00
Number of Employees	**139**	132	133	132	131
Number of members of the Private Bar actively involved in providing services under *The Legal Aid Act*	**184**	231	198	169	114

[1] Repayment upon conclusion of the Canada Assistance Plan Agreement effective March 31, 1996.
[2] According to Saskatchewan Social Services records
[3] According to Saskatchewan Justice records.

Caseload by Area Office 2000-01

- Most of the cases for which The Saskatchewan Legal Aid Commission grants full service applications are for federal criminal - adult matters (59.8%). This is followed by family matters (24.8%), and federal criminal - youth matters (15.4%).
- The number of full service applications increased by 0.76% compared to the previous year.
- Compared to the previous year, the family law area remained at the same number, while service for criminal law (both adult and youth) matters increased by 159 cases, 0.97%.
- About 35% of the clients are female, 65% are male.
- About 83% of applicants are receiving social assistance.
- Approximately 71% of full service applicants have identified themselves as of Aboriginal descent (56% are Status Indian, 4% Non-status Indian, 11% Metis, and 0.04% as Inuit).

AREA OFFICE	Federal Criminal - Adult	Federal Criminal - Youth	Family	Civil	Provincial Offence	Total Full Service Applications	Total Cases Closed	Summary Advice or Service	Duty Counsel Advice
Central	0	0	0	0	0	0	0	0	9260 [1]
Battlefords	1,074	188	413	0	0	1,675	1,392	23	0
Meadow Lake	1,052	184	362	0	0	1,598	1,627	104	9
Melfort	467	141	261	0	0	869	867	130	3
Moose Jaw	337	44	339	0	3	723	686	70	0
Northern	1,063	382	320	0	5	1,770	1,735	389	110
Prince Albert	2,042	320	534	0	0	2,896	2,699	977	1
Regina City	1,938	699	898	1	0	3,536	3,301	1,882	338
Regina Rural	714	149	514	1	0	1,378	1,052	346	24
Saskatoon City	3,027	903	770	0	2	4,702	4,177	1,341	185
Saskatoon Rural	375	74	422	0	0	871	775	187	0
South East	250	72	202	0	0	524	578	481	19
Swift Current	159	14	134	0	0	307	276	205	43
Yorkton	690	216	301	0	1	1,208	1,245	82	69
Total full service applications	13,188	3,386	5,470	2	11	**22,057**			
Total Closed Cases	12,323	3,164	4,913	2	8		**20,410**		
Summary Advice	2,510	248	2,930	430	99			**6,217**	
Duty Counsel	7,521	2,166	13	0	361				**10,061**

[1] This service is provided by private lawyers on contract.

Management Structure

As of March 31, 2001, The Saskatchewan Legal Aid Commission employed 132 people:
125 at Area Offices & 7 at Central Office

Minister Responsible

Chairperson & Members of the Commission

Chief Executive Officer

Civil Appeals Committee

- reviews the CEO's decisions with respect to an applicant's financial eligibility to receive civil legal aid services, or a requirement to pay part of the cost of the civil legal services provided

Central Office

- Allocation of Cases to the Private Bar
- Appeals on Refused Applications
- Budget Management
- Complaints about Services
- Coordination of Interprovincial Referrals
- Financial Services
- Human Resources
- Information Systems
- Policy Development
- Purchasing

13 Area Offices

- Services to Clients

Left to right:
(Back Row): Mervyn Shaw, Janice Lawrence, Q.C., Darrell Blais, Barry Treacy, David Andrews, Q.C.,Jerome Boyko, Katharine Gner, Laura Lacoursiere, Jane L. Lancaster, Q.C.
(Front Row): David Bright, Bob McCann, James Struthers, Pamela Cuelenaere, Adrian McBride, Robert Mackenzie, Michael Ryan, Q.C.

Offices of the Saskatchewan Legal Aid Commission

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Toll Free: 1-877-424-1898
Legal Director: Katharine Grier

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LA RONGE SK S0J 1L0
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Legal Director: Rob Mackenzie

Saskatchewan Legal Aid Commission
South East Area Office
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ESTEVAN SK S4A 2V6
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Legal Director: Adrian McBride

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Legal Director: Michael Ryan, Q.C.

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Legal Director: Robert McCann

Saskatchewan Legal Aid Commission
The Battlefords Area Office
Main Floor, Provincial Building
1146 102nd Street
NORTH BATTLEFORD SK S9A 1E9
Phone 446-7700 **FAX** 446-7598
Toll Free: 1-877-441-4418
Legal Director: Janice Lawrence, Q.C.

Saskatchewan Legal Aid Commission
Melfort Area Office
P.O. Box 6500
3rd Floor, 105 Crawford Avenue East
MELFORT SK S0E 1A0
Phone 752-6220 **FAX** 752-6127
Toll Free: 1-877-424-1901
Legal Director: Barry Treacy

Saskatchewan Legal Aid Commission
Moose Jaw Area Office
#113 - 110 Ominica Street West
MOOSE JAW SK S6H 6V2
Phone 694-3700 **FAX** 694-3738
Toll Free: 1-877-424-1902
Legal Director: Mervyn Shaw

Saskatchewan Legal Aid Commission
Yorkton Area Office
41 Broadway West
YORKTON SK S3N 0L6
Phone 786-1440 **FAX** 786-1405
Toll Free: 1-877-424-1904
Legal Director: David Bright

Saskatchewan Legal Aid Commission
Regina Rural Area Office
438 Victoria Avenue East
REGINA SK S4P 3V7
Phone 787-1141 **FAX** 787-2316
Toll Free: 1-877-424-1906
Legal Director: David Andrews, Q.C.

Management's Responsibility for the Financial Statements

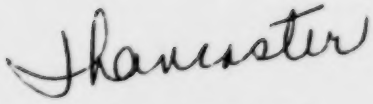
Management is responsible for the integrity of the financial information reported by The Saskatchewan Legal Aid Commission. Fulfilling this responsibility requires the preparation and presentation of financial statements and other financial information according to generally accepted accounting principles. These recommendations are consistently applied, with any exceptions specifically described in the financial statements.

The accounting systems used by the Commission include an appropriate system of internal controls to provide reasonable assurance that:

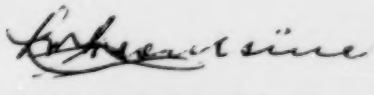
- transactions are authorized;
- the Commission's assets are properly kept and financial reports are properly monitored to ensure reliable information is provided for preparation of financial statements and other information;
- the accounts are properly kept and financial reports are properly monitored to ensure reliable information is provided for preparation of financial statements and other financial information.

To ensure management meets its responsibilities for financial reporting and internal control, the members of The Saskatchewan Legal Aid Commission discuss audit and reporting matters with representatives of management at regular meetings. The members of the Commission have also reviewed the financial statements with representatives of management.

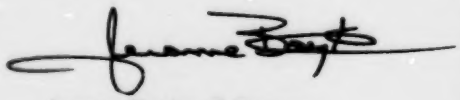
The Provincial Auditor of Saskatchewan has audited The Saskatchewan Legal Aid Commission's statement of financial position as at March 31, 2001, and the statement of operations and changes in net assets, and cash flows for the year then ended. Their responsibility is to express an opinion on the fairness of management's financial statements. The Auditor's Report outlines the scope of their audit and their opinion.



Jane L. Lancaster, Q.C.
Chief Executive Officer



Laura Lacoursiere, B.Comm., C.M.A.
Director of Administration



Jerome Boyko, B.Comm., C.A., Director of Financial Management

Saskatoon, Saskatchewan
June 1, 2001

Auditor's Report

To the Members of the Legislative Assembly
of Saskatchewan

I have audited the statement of financial position of The Saskatchewan Legal Aid Commission as at March 31, 2001 and the statement of operations and changes in net assets, and cash flows for the year then ended. The Commission's management is responsible for preparing these financial statements for Treasury Board's approval. My responsibility is to express an opinion on these financial statements based on my audit.

I conducted my audit in accordance with Canadian generally accepted auditing standards. Those standards require that I plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement.

An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In my opinion, these financial statements present fairly, in all material respects, the financial position of the Commission as at March 31, 2001 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

Regina, Saskatchewan
June 1, 2001

Fred Wendel, CMA, C.A.
Acting Provincial Auditor

The Saskatchewan Legal Aid Commission
Statement of Financial Position
As at March 31

	2001	2000
Assets		
Current		
Cash	$ 740,007	$ 538,143
Accounts receivable	8,403	66,449
Prepaid expense	83,703	87,781
Total current assets	832,113	692,373
Capital Assets (Note 4)	519,964	482,444
	$1,352,077	$1,174,817
Liabilities		
Current		
Accounts payable and accrued liabilities	$ 846,113	$ 770,030
Net Assets		
Investment in capital assets fund	519,964	482,444
Unrestricted	(14,000)	(77,657)
	505,964	404,787
	$1,352,077	$1,174,817

(See accompanying notes to the financial statements)

The Saskatchewan Legal Aid Commission
Statement of Operations and Changes in Net Assets
Year Ended March 31

	2001				2000
	Operating Fund Budget	Operating Fund Actual	Investment in Capital Assets Fund Actual	Total	Total
Revenue: (Note 2)					
Department of Justice	$ 10,897,000	$ 10,897,000	$ ---	**$ 10,897,000**	$10,565,000
Other	127,104	155,207	---	**155,207**	124,807
	11,024,104	11,052,207	---	**11,052,207**	10,689,807
Expenses:					
Salaries and employee benefits	7,924,354	7,887,466	---	**7,877,466**	7,459,399
Central Office administrative (Schedule 1)	231,465	269,394	44,335	**313,729**	246,004
Area Office administrative and operating expenses (Schedule 1)	1,245,128	1,279,240	174,228	**1,453,468**	1,399,946
Provision of legal services	763,000	689,977	---	**689,977**	877,398
Other legal expenses	175,000	183,180	---	**183,180**	146,351
Travel	407,000	418,556	---	**418,556**	379,387
Loss on disposal of fixed assets	---	---	4,654	**4,654**	10,947
	10,745,947	10,727,813	223,217	**10,951,030**	10,519,432
Excess (deficiency) of revenue over expenses	278,157	324,394	(223,217)	**101,177**	170,375
Fund Balances, beginning of year	(77,657)	(77,657)	482,444	**404,787**	234,412
Transfer between funds (Note 10)	(200,500)	(260,737)	260,737	---	---
Fund Balances, end of year	$ ---	$ (14,000)	$ 519,964	**$ 505,964**	$ 404,787

(See accompanying notes to the financial statements)

The Saskatchewan Legal Aid Commission
Statement of Cash Flows
As at March 31

	2001	2000
Cash provided by (used in)		
Operating Activities		
Excess of revenue over expenses Operating Fund (Statement 2)	$ 324,394	$ 383,856
Net change in non-cash working capital (note 6)	138,207	(166,394)
Net cash provided by operating activities	462,601	217,462
Investing Activities		
Purchase of Capital Assets	(260,737)	(310,441)
Net increase (decrease) in cash	201,864	(92,979)
Cash, beginning of year	538,143	631,122
Cash, end of year	$ 740,007	$ 538,143

(See accompanying notes to the financial statements)

The Saskatchewan Legal Aid Commission
Notes to the Financial Statements
March 31, 2001

The Legal Aid Act came into force on September 1, 1983 by Order in Council 1275/83 and continued The Saskatchewan Community Legal Services Commission as a body corporate under the name of The Saskatchewan Legal Aid Commission. The purpose of the Commission is to provide legal services to persons and organizations for criminal and civil matters where those persons and organizations are financially unable to secure those services from their own resources.

1. Significant Accounting Policies

These financial statements have been prepared in accordance with Canadian generally accepted accounting principles and includes the following significant accounting policies:

a) Fund Accounting

The Commission follows the restricted fund method of accounting for contributions. For financial reporting purposes, the following major funding groups are:

Operating Fund (unrestricted assets)

The Operating Fund reflects the primary operations of the Commission including revenue from the Department of Justice for the provision of legal services

Investment in Capital Assets Fund (restricted assets)

Investment in Capital Assets Fund reflects the equity of the Commission in capital assets. This fund includes any grants designated for the acquisitions of capital assets. The Commission would also impose a restriction that any capital purchases made with operating funds would be recorded as an interfund transfer. Expenses consist primarily of amortization of capital assets.

b) Capital Assets

Capital assets are recorded at cost. Normal repairs and maintenance are expensed as incurred. The capital assets are reduced annually by an amount representing the consumed cost of the asset calculated as follows:

Office Equipment and Furniture	14 2/7% per annum
Library	33 1/3% per annum

2. Revenues

The following are included in revenue:

a) Unrestricted contributions are recognized as revenue of the operating fund in the year received or receivable.

Other revenue is comprised of client contributions, cost recoveries, interest and miscellaneous receipts.

b) Restricted contributions related to capital assets are recognized as revenue of the investment in capital assets fund in the year received or receivable.

3. Pension Plan

The Commission participates in a defined contribution pension plan for the benefit of its employees. The Commission's financial obligation to The Staff Pension Plan for Employees of The Saskatchewan Legal Aid Commission (Plan) is limited to making regular payments to match the amounts contributed by the employees for current service. The Commission's annual pension expense for 2001 amounted to $357,657 (2000 - $370,537).

The Plan is administered and sponsored by a joint trustees arrangement. The joint trustees

The Plan is administered and sponsored by a joint trustees arrangement. The joint trustees consist of four members, two appointed by the Commission and two appointed by C.U.P.E. Local 1949. Day-to-day administration is provided by the Commission for the Trustees without charge to the Plan. The administration expenses of the Plan are initially paid by the Commission and are subsequently refunded by the Plan. As at March 31, 2001, the Plan owed the Commission $nil (2000 - $ 5,676).

4. Capital Assets

Capital assets are comprised of the following amounts:

	2001			2000		
	Cost	Accumulated Amortization	Net Book Value	Cost	Accumulated Amortization	Net Book Value
Office equipment and furniture	$1,086,220	$ 632,868	$453,352	$980,232	$564,642	$415,590
Library	1,074,909	1,008,297	66,612	1,036,158	969,304	66,854
	$2,161,129	$1,641,165	$519,964	$2,016,390	$1,533,946	$482,444

5. Related Party Transactions

Included in these financial statements are transactions with various Saskatchewan Crown Corporations, departments, agencies, boards and commissions related to the Commission by virtue of common control by the Government of Saskatchewan and non-Crown corporations and enterprises subject to joint control and significant influence by the Government of Saskatchewan (collectively referred to as "related parties").

Facilities, vehicle rentals, office supplies, and miscellaneous office services are acquired from a related party. These transactions are recorded at rates which are determined primarily on the basis of recovery of the costs incurred by the related party. These transactions and amounts outstanding at year end are as follows:

	2001	2000
Expenses	$ 984,259	$ 867,790
Accounts payable	19,962	13,568
Accounts receivable	---	25,361

Other operating transactions with related parties are settled at prevailing market prices under normal trade terms. These transactions and amounts outstanding at year end are as follows:

	2001	2000
Expenses	$ 364,594	$ 299,560
Accounts payable	2,873	3,107

In addition, the Commission pays Saskatchewan Education and Health Tax on all its taxable purchases. The Commission also received transcripts without charge from the Department of Justice, Transcript Services.

During the year, the Commission made a payment in the amount of $21,155 (2000 - $21,155) to the Saskatchewan Legal Aid Commission Benefit Plan Surplus Fund. The intent of this fund is to cover increased premium costs of the extended health care benefits for members of C.U.P.E. Local 1949 in accordance with the Collective Bargaining Agreement. The increased premium costs are initially paid by the Commission and for 2001 the Fund reimbursed the Commission $15,638 (2000 - $4,215) for the increased premium costs.

Other transactions with related parties and amounts due to or from them are described separately in these financial statements and the notes thereto.

6. Net Change in Non-Cash Working Capital Balances Related to Operations

		2001		2000
Decrease (increase) in accounts receivable	$	58,046	$	(51,779)
Decrease in prepaid expenses		4,078		5,257
Increase (decrease) in accounts payable and accrued liabilities		76,083		(119,872)
Net change in non-cash working capital balances related to operations	$	138,207	$	(166,394)

7. Financial Instruments

Financial instruments consist of:

Cash
Accounts receivable
Accounts payable

a) Significant terms and conditions

There are no significant terms and conditions related to financial instruments that may affect the amount, timing and certainty of future cash flows.

b) The carrying value of the financial instruments approximate fair value due to their immediate or short-term nature.

8. Measurement Uncertainty

The preparation of financial statements in accordance with Canadian generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amount of accounts payable and accrued liabilities at the date of the financial statements and the reported amount of expenses during the reported period. These estimates are reviewed periodically, and as adjustments become necessary, they are reported in earnings in the period in which they become known.

9. Budget

These amounts represent the budget approved by members of The Saskatchewan Legal Aid Commission.

10. Interfund Transfers

The Commission internally restricted and transferred from the Operating Fund to the Capital Fund $260,737 (2000 - $310,441) for the purchase of capital assets.

Schedule 1

The Saskatchewan Legal Aid Commission
Schedule of Administrative and Operating Expenses
Year Ended March 31

	2001		2000
Central Office Administrative	Budget	Operating Fund Actual	Operating Fund Actual
Leased accommodation	$41,198	$37,113	$ 37,152
Telephone	28,421	17,186	22,320
Computer Maintenance and Support	9,994	80,641	60,426
Postage	7,200	7,355	6,949
Stationery and office supplies	10,200	8,446	2,054
Periodicals	3,762	3,690	3,337
Photocopying	3,940	4,031	3,597
Other operating expenses	126,750	110,932	69,531
Total Central Office Administrative	$231,465	$269,394	$205,366
Area Office Administrative and Operating Expenses			
Leased accommodation	$733,335	$725,543	$614,511
Telephone	180,929	169,732	161,604
Computer Maintenance and Support	65,506	79,172	171,491
Postage	34,800	30,457	32,088
Stationery and office supplies	69,800	81,569	69,325
Periodicals	33,398	35,330	49,675
Photocopying	39,410	37,980	37,007
Other operating expenses	87,950	121,457	102,349
Total Area Office Administrative and Operating Expenses	$1,245,128	$1,279,240	$1,238,050

Appendix I - Additional Supplementary Information (unaudited)
Personal Services

Listed are individuals who received payments for salaries, wages, honorariums, etc. which total $2,500 or more.

Albert, Alice	$29,952
Andrews, David	82,176
Armstrong, David	28,703
Arnott, Fran	27,228
Barr, May	29,952
Bartlett, Cheryl	27,612
Baumgartner, Pearl	72,979
Bay, Barb	29,862
Beaton, Betty	34,644
Beckie, Samuel	78,348
Beneteau, Joyce	15,005
Bercovich, Norman	75,180
Berg, Pamela	4,717
Bernier, Sharon	24,948
Blais, Darrell	81,751
Boechler, Cheryl	34,644
Bohachik, Catherine	58,112
Bordessa, Lynda	71,857
Borkowsky, Viola	16,315
Boyko, Jerome	59,958
Bright, David	82,176
Burns, Peter	67,084
Calderbank, Jennifer	39,950
Campbell, Bruce	78,348
Chery, Cynthia	22,090
Clifford, Maureen	12,161
Cotton, Helen	6,053
Crookshanks, Grant	78,348
Cuelenaere, Pamela	79,218
Dahlby, Brenda	51,414
Daunt, Felicia	26,094
Dove, Graham	58,761
Dryka, Lisa	2,552
Dubiel, Audrey	19,045
Durbin, Dorothy	20,649
Earing, Kimberly	47,570
Eichorn, Wrahnda	26,076
Epp, Dawn	27,486
Faris, Shirley	34,644
Fenske, Anna	29,624
Gale, Heather	30,216
Gattinger, Brenda	29,952
Gee, Philip	34,644
Glavas, Helga	29,952
Godson, Kathy	22,591
Gonzo, David	61,150
Gottselig, Audra	3,268
Grand, Tammy	29,952
Green, Ross	77,917
Grier, Katharine	82,931
Grimsrud, Robert	27,175
Haid, Debra	73,238
Harvey, Valerie	31,736
Haskewich, Lynn	34,644
Healy, Kearney	78,348
Hoffart, Janice	26,297
Hofmann, Rhonda	$29,952
Hopkins, Debra	57,806
Hottinger, Constance	24,289
Howie, Bernice	29,952
Johnson, James	75,180
Johnston, Gladys	33,947
Johnston, Lisa	29,952
Johnston-Dyck, Celia	37,966
Josephson, Gene	45,703
Kennard, Dianne	29,952
Kergoat, Roger	58,761
Kirkham, Barbara	30,675
Kowalik, May	27,782
Kowalski, Elaine	30,872
Krasowski, Beverly	27,579
Lacoursiere, Laura	74,094
Lancaster, Jane	90,718
Lanz, Roxanne	6,422
Laporte, Rodney	70,797
Larson, Geraldine	34,644
Lavallee, Pauline	34,644
Laviolette, Kim	32,352
Lawrence, Janice	82,176
Lechner, Kelly	34,644
Lechner, Valerie	26,158
Leibel, Lynette	30,259
Loader, Barbara	34,644
Lubyk, Jeff	35,926
Mackenzie, Robert	81,753
MacKinnon, Donald	36,174
McBride, Adrian	82,176
McCallum, Michelle	8,443
McCann, Robert	82,176
McGuire, Allan	78,348
McHenry, Tracey	29,952
McLean, Mavis	34,644
McMahon, Jill	78,348
McNeill McCrea, P.	38,312
Maeder, Corinne	28,472
Magnusson, Lynne	34,644
Maloney, Catherine	78,348
Martin, Margaret	31,478
Martynook, Patricia	29,952
Mayer, Richard	78,348
Melin, Jacqueline	50,207
Moore, Donna	29,943
Mullord, Donald	77,666
Nijssen, Leo	6,677
Orlowski, Anthony	76,633
Pappas, Maria	78,348
Peterson, Kristin	20,864
Pethick, Laurel	29,952
Piché, Michel	56,012
Pirot, Olive	34,644
Reich, Lorraine	29,952
Reis, Patrick	78,348

Personal Services - concluded

Rheindel, Mary Lou	$30,184
Ritter, Bruce	78,348
Robert, Alice	62,999
Ryan, Michael	84,468
Schmidt, Doreen	33,603
Scott, Cameron	53,448
Sebelius, Lorraine	29,952
Secundiak, Angeline	34,644
Shaw, Mervyn	82,176
Siever, Shirley	29,952
Sim, Norma	39,174
Soder, Kelly	46,025
Soder, Michael	69,251
Soderberg, Tammy	2,973
Soroka, Darrel	66,213
Stanley, Shannon	17,457
Struthers, James	79,833
Sudom, Grant	34,644
Svendsen, Linda	29,952
Talbot, Tanis	44,324
Tangeman, Carol	26,695
Thurlow, George	32,645
Tkachuk, Gloria	22,047
Tondevold, Pat	78,348
Towstego, Wanda	20,395
Treacy, Barry	82,176
Van de Kamp, Louise	15,144
Vancoughnett, Doreen	37,044
Wagner, Julie	3,108
Weber, Myron	70,977
Whitrow, Marilyn	29,952
Wilhelm Skopyk, Lisa	43,243
Winsor, Dallis	78,348
Wood, Cheryl	34,644
Wood-Layton, Linda	21,725
Wyatt, Andrew	44,060
Zakowsky, Aline	29,952
Payees under $2,500	13,325
Salary Adjustments, refunds	(2,946)
Increase in accrued liabilities	13,556
	$6,570,015

Suppliers and Other Payments (unaudited)

Listed are payees who received $20,000 or more for the provision of goods and services, including office supplies, advertising, contracts, equipment, and other expenditures.

Athabaska Airways Ltd.	$23,998
Bell Law Office	26,564
Bodnar Wanhella & Cutforth	22,431
Canada Law Book Inc.	32,254
Cardwell Division of Thomson Canada	22,505
Courtesy Air	102,800
Cuelenaere Kendall & Katzman	27,374
Dumonceaux, Ronald	65,000
Eggum Abrametz & Eggum	42,397
Great-West Life Assurance Company (employer costs)	206,996
Huck Andrews Butler & Birchard	38,289
Jaques Law Office	23,313
Lamontagne Law Office	22,584
Law Society of Saskatchewan	71,682
LogiCorp	98,852
Manulife Financial	353,559
Maritime Law Book Ltd.	23,563
Paradigm Consulting Group Inc.	176,619
Priel Stevenson Hood & Thornton	21,846
Receiver General for Canada - Canada Pension Plan	170,315
Receiver General for Canada - Employment Insurance	143,156
Roe & Olson	20,047
Saskatchewan Lawyers Insurance Association	89,400
Saskatchewan Property Management Corporation	1,063,167
SaskTel	206,659
Saskatchewan Workers' Compensation Board	52,422
SLAC Benefit Plan Surplus Fund	21,155
Stephens Arnot & Heffernan	37,221
Thair Armitage & Company	21,109
Transwest Air	35,577
Payees under $20,000	1,128,823
Decrease in prepaid expenses	4,077
Decrease in Accounts Receivable	22,781
	$4,418,535

Appendix II

A Glossary of Terms

Accrued vacation pay - Value of employee vacation leave entitlement earned but not taken.

Application - refers to a formal written request for legal assistance. Related legal matters enumerated at the time of application are included on one application, despite the requirement for a court appearance. Separate applications are counted for criminal, family, civil or provincial offence matters.

Appeal - refers to an appeal of a lower court or administrative tribunal decision, not an appeal of a refused application.

Appeal against refusal - refers to an appeal of a refused application for legal services.

Civil matters - refers to all other civil proceedings that are not of a family nature.

Contribution - refers to that portion of the costs of legal services that an applicant, client, former client or other person may be required to pay.

Coverage or range of service restrictions - refers to applications refused because the legal matter is not covered by The Saskatchewan Legal Aid Commission.

Duty counsel service - immediate, although temporary advice by telephone to arrested or detained persons, irrespective of financial status.

Family matters - refer to proceedings related to divorce, separation, maintenance, custody/access, and other matters of a family law nature.

Federal criminal matters (adult) - refers to applications for matters under the *Criminal Code of Canada, Narcotic Control Act, Food and Drug Act*, or other Federal Statutes if the proceedings are by way of indictment; or, if upon conviction and sentence, there is a likelihood of imprisonment or loss of livelihood.

Federal criminal matters (youth) - refers to applications for matters under the *Young Offenders Act.*

Financial ineligibility - refers to reasons for refusing an application based on some financial information revealed by the applicant about income, assets and liabilities.

Full service application - refers to an application that is granted legal services.

Interprovincial reciprocity agreement - refers to the informal agreement among Legal Aid Plans in Canada to handle nonresident civil matters. Applicants must request legal services in the province/territory of home, rather than in the province/territory where the legal recourse is sought.

Merit, lack of - refers to applications refused because the nature of the case or the seriousness of the matter does not warrant legal assistance.

Merit, professional - some or all of the following are considered:

- is this case one that a reasonable person of modest means would commence or defend?
- are the legal costs of commencing or defending an action reasonable compared with the relief asked for?
- what is the seriousness of the legal or economic outcomes?
- what are the potential benefits to the client?
- is there a possible defence to a charge?
- has the client been cooperative, such as keeping appointments, keeping in touch with the office after a move, etc.?
- has the client accepted reasonable professional advice from the assigned lawyer?

Non-compliance/abuse - refers to refusals based on an applicant's prior or current experience with The Saskatchewan Legal Aid Commission. Included are applications where the services applied for are abusive of the legal process or failure to cooperate with the lawyer.

Prepaid expenses - Payments made during the year that relate to goods and services that will not be received until subsequent fiscal years (includes items such as professional dues, memberships and subscriptions).

Provincial offence matters - refers to applications for matters under provincial statutes, such as *Alcohol Control Act, Wildlife Act, Parks Act*, or *Highway Traffic Act.*

Range of service or coverage restrictions - refers to applications refused because the legal matter is not covered by The Saskatchewan Legal Aid Commission.

Reciprocal application - see Interprovincial reciprocity agreement. Incoming refers to those applications coming from other jurisdictions, while Outgoing refers to those Saskatchewan sends out.

Refused application - refers to all formal written requests for legal aid that have been denied legal services.

Summary advice or service - refers to the provision of legal advice, information, or any other type of minimal legal service to an individual involving no more than a brief interview or telephone call.